

**{Date}**

Dear **{Customer Name}**,

As your local storage provider, we value the trust you place in us as part of your community. With the increasing concern regarding COVID-19 (coronavirus), **{Store Name}** is doing everything that we can to help keep you and our team members safe, while delivering the best customer experience possible.

We are following the guidance of health experts and will continue to closely monitor the situation. For now, our offices will remain open to serve your storage needs. However, in the event that our access or office hours change, we will notify you via email. You can also check our website at **{store website}** for any updated store hour information.

The safety of our customers and team members is at the forefront of our thoughts. Below are some of the steps we've been taking over the past couple of weeks to protect our customers and team members:

- Increased cleaning and disinfecting our offices, restrooms and all high contact areas
- Hand sanitizers have been provided for customers and team member whenever possible
- We are encouraging "Social Distancing" which includes limiting the number of customers in our offices at any given time
- You are able to pay rent online through our website at **{store website}**, setting up automatic payments through credit/debit or ACH, or simply calling our office and making a payment over the phone. If you prefer to make a payment at our office, you can drop a check or money order in our night drop box. As soon as the payment is processed, we will email you your receipt. There is NO charge for these services
- New customers may also rent units online at **{store website}**

If you have been negatively affected by the coronavirus and would like to discuss your account with us, please do not hesitate to call us at **{store phone number}**. We will do our best to work with you and help in any way that we can.

Thank you for choosing **{Store Name}**. We are committed to the wellbeing of everyone in our communities and as always thank you for your continued support.

Sincerely,

**{Store Manager Name}**

Site Manager